

Competence Questions

No.	Competence question
Subject area 1: Library items and their metadata	
C1	I am looking for the book "Gender im Musikunterricht" by Maria Jeß
C2	Where can I find the sheet music with the item call number C 13 / BeetL / Sona / 1?
C3	I am looking for sheet music for violin and piano. I am looking for a book about music education.
Subject area 2: Library services (on site or online)	
C4	I am looking for a book that is not in the library's collection.
C5	I need a book that is not in the open access area.
C6	I would like to renew my borrowed items.
C7	Can I print or copy documents in the library?
C8	What academic databases does the library offer?
C9	Does the library offer a music streaming service?
C10	How can I access the Naxos Music Library?
C11	I need information about my library account (e.g. changes of address, due dates of items, total fees incurred, etc.)
C12	Does the library offer guided tours or educational workshops?
C13	I am planning a concert and would like to order the performance material from the library.
C14	I would like to have a reference collection set up.
C15	What is interlibrary loan and how can I use it?
Subject area 3: General questions	
C16	When is the library open on tuesday?
C17	I am here for the first time. How can I register?
C18	I need some information. I like to speak to a member of staff.
C19	Does the library have special collections?

C20	I can't log into my library account.
C21	Is there a branch of the library in Bochum?
C22	How can I connect to the Wi-Fi? Does the library also offer Wi-Fi for guests?
C23	Can I check out my items myself or do I always need the library staff?
C24	I have a question about the architecture of the building.
C25	When are fees charged? What happens if items are returned too late?
C26	What happens if I have lost an item? What happens if an item is damaged?
C27	Are there workstations in the library? What kind of workstations are there in the library?
C28	Does the library use social media?
C29	What are the loan periods for items?
C30	I have a collection of music books that I would like to donate to the library.
C31	Can I still borrow items that are not available for loan?
C32	Who works in the library? Who is responsible for specific tasks in the library?
C33	I would like to contact the library. What options are there?